

## **Application for Child Support Services**

This document contains important information, including explanations about our policies and services, and instructions to complete the Application for Child Support Services found in the back of this booklet.

For more information about the Office of Child Support Enforcement (OCSE) please visit our web site at:  
[www.arkansas.gov/dfa/childsupport](http://www.arkansas.gov/dfa/childsupport)

## **OCSE will provide the following services**

Review and initiate action, if appropriate, to adjust an existing court order if it has been at least 3 years since the entry of the order or the last review.

## **You May Apply for Services If...**

- The child for whose benefit you are seeking services is under 18 years of age or is attending high school, and
- A court has ordered you to provide child support for the child.

## **Application Fee Required**

A non-refundable fee of \$25 is charged to process each application to open each case.

A separate case will be opened for each custodial parent and their children.

## **Court Orders**

If you have been named the legal father and/or ordered to pay child support for the child, include a certified copy of the original child support order with your application. If the original order has been modified (changed) one or more times, we also need certified copies of the modified orders, especially if the orders are not from an Arkansas court.

## **Pay Records**

Also include a certified copy of the child support pay record. You can get the pay record from the Clerk of the Court in the County/State where the order was filed, or from the Arkansas Child Support Clearinghouse if your payments are processed through the Clearinghouse.

## **Child Support Guidelines**

The Arkansas Supreme Court has established guidelines for setting support awards. The amount of support due will be based on your ability to pay according to these guidelines.

You may request review of your court order once every three years. If the amount of support ordered is different than the amount that should be paid according to the guidelines and there has been at least a 20% or \$100 per month change in your gross income, OCSE will initiate action necessary to change the court order.

A significant change in circumstances is required before OCSE will conduct a review more often than once every three years. See your caseworker for more information.

## **The Cost of Legal Action**

You are responsible for the cost of legal services. The cost recovery schedule is on page 4.

OCSE attorneys do not represent either party, but rather the State's interest in seeing that the children receive the support to which they are entitled. You are not required to hire a private attorney, but you may choose to do so. OCSE will work with your attorney, unless you instruct us to close your child support case. You or your attorney must contact us before taking any action that may affect your case. You or your attorney must give us copies of any documents or court orders that affect your child support case.

The custodial parent may also hire an attorney. Inform us immediately if you get letters or documents from the custodial parent or his or her attorney.

## **We Protect Your Privacy**

Your privacy is protected by State and federal laws and regulations. OCSE will not give information about you to the custodial parent or other people without your permission or proper notification as required by Ark. Code Ann. § 9-14-210 unless ordered to do so by a court.

We may provide information about your case to other agencies, such as welfare agencies, child support agencies in other states, housing agencies, attorneys, abstractors, or courts. These agencies also follow laws and regulations regarding privacy.

Your Social Security Number may be used to identify your case. When you sign the Application for Child Support Services, you

give us permission to use your Social Security Number as an identifier.

## **Customer Service**

The Office of Child Support Enforcement is committed to providing the highest possible level of service to its customers. Each office is staffed with dedicated, caring employees. Should you have any question or concern regarding your case, please contact the caseworker assigned to your case. He or she is the person most knowledgeable about your case and should be able to address any question you may have.

As with any business, issues may come up which are difficult to resolve. If your caseworker is unable to answer your question or concern to your satisfaction, you may request an administrative review of your case. An office manager will conduct a review. You will be asked to submit your concern in writing. A booklet entitled "Request A Review Of The Status Of Your Case" is available for your convenience in each office, as well as on the OCSE website. You may also request an administrative review in letterform.

The office manager will review your case thoroughly and provide a written response detailing his or her findings and any necessary action that will be taken to address your concerns. That written response will be mailed to you within 10 days of receipt of your request.

In addition to the informal procedures above, if your concern is about the receipting, processing and reissuance of a child support payment through the Arkansas Child Support Clearinghouse, or for child support paid and retained by the State based on an order declared by a court as void from its beginning, you may also submit a claim

to the Arkansas State Claims Commission. A complaint form is available and you may request a copy and instructions on how to file the complaint from the Arkansas State Claims Commission, 101 East Capitol Avenue, Suite 410, Little Rock, AR 72201, phone; (501) 682-1619.

## **You May Close Your Child Support Case**

If you want to close your case, send a written request to your local OCSE office. When we receive your request, we will close your case.

## **OCSE May Close Your Child Support Case**

OCSE may close your case if:

- Requested services have been provided;
- You intentionally withhold important information;
- You fail to cooperate in completing required legal actions; or
- You move and do not leave a forwarding address or phone number. We will mail a closure letter to your last known address. If you do not respond to the letter, we will close your case. You will be responsible for reimbursing OCSE for any unpaid legal costs.

## **Payment Processing**

For all cases handled by OCSE, state law requires that the Arkansas Child Support Clearinghouse process child support payments. Even if you close your case, payments will continue to be processed through the Clearinghouse.



## Noncustodial Parent Cost Recovery Schedule

In all nonpublic assistance cases, costs are charged to a recipient of child support services. All costs incurred must be paid at the time services are delivered. OCSE cost schedule is as follows:

**Application Fee per custodial parent - \$25.00.** The application fee shall be a flat fee that will be paid by the applicant at the time the application for services is submitted. The application fee is nonrefundable and non-reimbursable.

**Initiation of Legal Action - \$80.00** - Assessed when a complaint, motion or petition with summons, order and citation, affidavit and arrest warrant or notice/order of hearing is prepared and forwarded to the clerk for processing in all cases.

**Out-of-Court Settlement - \$100.00.** Assessed when the initiated court action is resolved prior to a court appearance in all cases.

**In-Court Settlement - \$150.00.** Assessed when the initiated court action is resolved at the court appearance without a trial.

**Trial - \$250.00.** Assessed when the initiated court action is resolved by the court after a hearing is held.

**Miscellaneous - \$100.00 per hour.** Assessed to reflect legal preparation such as research, interviewing witnesses, preparation of extraordinary pleadings or legal briefs, preliminary appearances (pre-trial conference), arraignment or pre-trial discovery (interrogatories, requests, depositions).

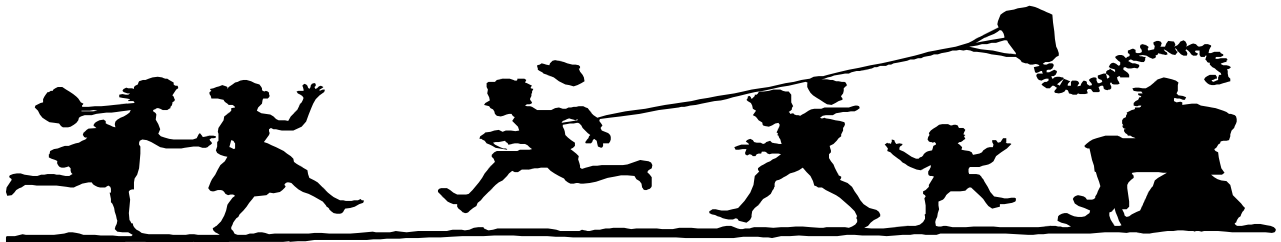
**Actual costs** will be assessed, based on actual costs incurred by the agency, for monies expended for transcripts of trials or depositions, IRS full collection process, service of process fees, filing fees, and other court costs.



## **Arkansas Child Support Enforcement Offices**

<b>Office Address</b>	<b>Phone</b>	<b>Counties Served</b>
Batesville Extension Office 250 S. Broad St. Ste. 201, P. O. Box 3881 Batesville, AR 72503	870-698-2752 888-422-4780	Cleburne, Fulton, Independence, Izard, and Stone
Benton Regional Office 318 Edison, Ste. 4 Benton, AR 72015	501-860-6162 888-707-6273	Grant, Hot Spring, Saline
Berryville Extension Office 803 Champlin St., P. O. Box 637 Berryville, AR 72616-0637	870-423-2979	Carroll Searcy
Blytheville Extension Office 1102 Byrum Rd, P. O. Box 28 Blytheville, AR 72316-0028	870-763-5970	Mississippi
Camden Extension Office 151 Adams SE, P. O. Box 580 Camden, AR 71701-0580	870-837-1838 800-300-6897	Calhoun, Cleveland, Dallas, Ouachita
Conway Extension Office 317 E. Oak St., P. O. Box 2260 Conway, AR 72033-2260	501-329-1721 800-564-4111	Faulkner Van Buren
El Dorado Regional OCSE 307 American Road, Ste. 140, P. O. Box 570 El Dorado, AR 71731-0570	870-862-9785	Columbia Union
Fayetteville Regional Office 122 N. Bloomington, Ste. A, P. O. Box 769 Lowell, AR 72745	479-770-5443	Benton Madison Washington
Forrest City Regional Office 3945 N. Washington, P. O. Box 1855 Forrest City, AR 72336-1855	870-633-7745 866-633-7745	Cross, Lee, Monroe, St. Francis, Woodruff
Hope Regional Office 2711 N. Hazel St., P. O. Box 1261 Hope, AR 71802-1261	870-777-8400 800-770-8401	Hempstead, Howard Lafayette, Little River Nevada, Pike, and Sevier
Hot Springs Extension Office 110 Olive St., Ste. 200, P. O. Box 1800 Hot Springs, AR 71901	501-321-1561	Clark Garland
Jonesboro Regional Office 600 S. Main St., P. O. Box 1874 Jonesboro, AR 72403-1874	870-972-5510 888-390-5510	Craighead Greene Poinsett
Little Rock Regional Office 400 E. Capitol, P. O. Box 8057 Little Rock, AR 72203	501-371-5400	Pulaski Perry
Lonoke Extension Office 107 Jefferson, P. O. Box 499 Lonoke, AR 72086-0499	501-676-2736	Lonoke
McGehee Extension Office 504 Hwy 65 N McGehee, AR 71654	870-222-4818	Chicot Desha

<b>Office Address</b>	<b>Phone</b>	<b>Counties Served</b>
Mena Extension Office 806 10 <sup>th</sup> St. Mena, AR 71953	479-394-6339 800-553-4752	Montgomery Polk Scott
Monticello Regional Office 428A West Gaines Monticello, AR 71655	870-367-8763 800-358-3026	Ashley Bradley Drew
Pine Bluff Regional Office 216 S. Main St. Ste 6B, Zip 71603 P. O. Box 5809 Pine Bluff, AR 71611-5809	870-534-5271	Jefferson Lincoln
Pocahontas Extension Office 101 E. Broadway Pocahontas, AR 72455	870-892-4911 877-744-7770	Clay, Jackson, Lawrence, Randolph, Sharp
Russellville Regional Office 800 E. Main, Ste. A Russellville, AR 72801	479-968-7051 800-342-5512	Baxter, Boone, Conway, Johnson, Marion, Newton, Pope, and Yell
Searcy Regional Office 2701 E. Race, Ste. 2, P. O. Box 590 Searcy, AR 72145-0590	501-268-6164 800-647-1677	Prairie White
Stuttgart Extension Office 211 S. Leslie St., P. O. Box 970 Stuttgart, AR 72160-0970	870-673-2721	Arkansas
Texarkana Extension Office 210 N State Line Av., Ste. 400 Texarkana, AR 71854	870-772-3443	Miller
Van Buren Regional Office 3132 Alma Blvd. Van Buren, AR 72956	479-471-8855 800-219-0134	Crawford, Franklin Logan Sebastain
West Helena Extension Office 1221 Martin L. King Dr.(Helena AR) P. O. Box 2502 W. Helena, AR 72390-0502	870-572-3545 800-304-4844	Phillips
West Memphis Extension Office 310 Mid Continent Plaza, Ste. 500 W. Memphis, AR 72301	870-735-8976	Crittenden



## **Application and Contract for Child Support Services**

Complete the application for OCSE services and include the \$25 application fee to open a case. If the information on your application is accurate and complete, work on your case will begin quickly.

Be sure to sign the application and contract. Unsigned and/or incomplete applications or contracts will be returned to you. The disclosure of your social security number is mandated by Public Law 104-193 in order that the Office of Child Support may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child support obligations.

Include the following documents:

- Any court orders naming you as the father of the child and/or requiring you to pay support for the child;
- A copy of the Acknowledgment of Paternity signed by you and the mother of the child, if applicable;
- All records indicating that you have made child support payments as ordered by the court;
- The child's birth certificate, if available to you;
- Your last three (3) pay stubs, or if you are self-employed, your most recent tax returns.

Mail or bring the signed application and the signed Contract for Child Support Services with the \$25 fee to your local child support office. The original of the signed contract will be retained in your file; please retain a copy for your files. The local offices are listed on pages 5 and 6.

You do not have to complete the application if:

- The custodial parent has already opened a case with OCSE.
- The custodial parent receives cash assistance from the Transitional Employment Assistance program.



## **Contract for Child Support Services**

**The applicant hereby and herein:**

1. Authorizes the agency to assign legal counsel of its choice to act on behalf of the agency, and be the attorney of record for the agency to review and adjust if appropriate, an existing monthly support obligation. The attorney does not represent the applicant. There is no attorney/client relationship created between the applicant and the attorney.

2. Understands that the OCSE attorney represents the State's interest in having children adequately supported. The applicant retains the right to employ separate private counsel.
3. Agrees to notify OCSE of any changes in the applicant's address.
4. Agrees to notify OCSE of any Court action that may change or affect the support order.
5. Understands that the agency will enforce and collect child support arrearages and child support judgments in an amount equal to any unreimbursed Transitional Employment Assistance (TEA) grant which the custodial parent and/or children received prior to this contract.
6. Further agrees to reimburse the agency for all costs incurred at the time services are delivered.
7. Understands that when the requested services have been provided, the case will close and any future child support payments will be processed through the Arkansas Child Support Clearinghouse. After the case closes, the custodial parent may submit an application for services and may receive the full range of child support services available including the enforcement of any child support obligation established pursuant to this contract.

**The agency herein:**

1. Agrees to provide assistance in the review and adjustment, if appropriate, of an existing support obligation.
2. Agrees to assign legal counsel for the review and adjustment if appropriate of an existing child support order. The agency undertakes no representation of the applicant on custody, visitation or any other legal issues. Applicant retains the right to employ separate private counsel to represent applicant on any and all issues.
3. Acknowledges that the applicant retains the right to hire private counsel to represent his/her interest in any issues related to the parties and children such as custody, visitation and rights to real and personal property.
4. Agrees to exercise reasonable effort to provide services as requested in the attached application.

This contract shall remain in full force and effect until terminated by either party, requested services have been delivered, and/or all costs have been paid.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Applicant for Services



# Office of Child Support Enforcement

Office Use Only	
Date Requested:	_____
Date Provided:	_____
Fee Paid _____	Date Received: _____
Receipt #: _____	Case ID: _____

## Application for Child Support Services Noncustodial Parent Request

Information About You	
Name	
Address	
City and Zip	
Mailing Address	
City and Zip	
Phone	Home (    )                      Work (    )
Social Security Number*	Date of Birth
Employer Name	
Address	
City and Zip	
Have you served in the military?                      If yes, what branch?	
If you are currently on active duty or serving with the National Guard, what is your Rank                      Pay Class                      Duty Station	
Are you currently receiving SSI, SSA/SSD, VA Benefits, or Worker's Compensation or TEA, or Medicaid? If so, please circle all that apply.	
Are you currently married?                      If so, please provide the name of your current spouse and the date of your marriage.	
Do you have an attorney representing you on any matter related to the custodial parent? If yes, please provide the attorney's name, address, and phone number.	
What is your relationship to the child/ren?	

### Information About The Other Parent

Name			
Address			
City and Zip			
Mailing Address			
City and Zip			
Phone	Home (    )	Work (    )	
Social Security Number*			
Employer Name			
Address			
City and Zip			
Does the custodial parent currently receive SSI, SSA/SSD, VA Benefits, or Worker's Compensation or TEA? If so, please circle all that apply.			
Is the other parent currently married?                      If so, please provide the name of the current spouse and the date of the marriage.			
Is the custodial parent represented by an attorney?                      If yes, please provide the attorney's name, address, and phone number.			
Please provide any other information that you feel will help OCSE in working your case.			

### Information About The Children

Please provide the information listed below for each child for whom you are seeking services.

Name (First, Middle, Last)	Sex	Date of Birth	Social Security Number*	Place of Birth (County & State)	Paternity Acknowledgment Signed at Hospital Yes or No

<b>Medical Insurance Information</b>	
Do you have health insurance that will cover the child/ren listed above? If yes, please provide the information below.	
Name of Insurance Company	
Address, City and Zip	
Policy Number	Subscriber Number
Is the child/ren enrolled in the Medicaid or ARKids 1 <sup>st</sup> programs? If yes, please provide the case number(s).	

<b>Your Legal Status With The Other Parent</b>	
Married	Date
Separated	Date
Divorced	Courthouse where divorce filed
Has the other parent been ordered by the Court to pay child support? Yes No.	
If Yes, Amount Weekly, monthly, bi-weekly (circle one)	
Amount of back support owed As of (date)	
Date and amount of last payment	
No Relation	Relative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

You may bring your completed contract and application together with a \$25 application fee to the local child support office or mail to:

**OCSE, P.O. Box 8133, Little Rock AR 72203**

**Be sure to attach:**

- Any Court Orders, and payment records
- A copy of the Affidavit Acknowledging Paternity, if one was signed
- Birth Certificate(s) for the Child/ren listed in your application
- Your last three (3) pay stubs, or if you are self-employed, your most recent tax returns

\* The disclosure of your social security number is mandated by Public Law 104-193 in order that the Office of Child Support Enforcement may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child support obligations.